

MT SWIB

STATE WORKFORCE INNOVATION BOARD

Onboarding Guide



Montana Department of
LABOR & INDUSTRY

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1. Workforce Innovation & Opportunity Act of 2014

The Workforce Innovation and Opportunity Act of 2014 establishes that the purpose of subtitle A and B of title I, to provide workforce investment activities, through statewide and local workforce and talent development systems, that increase the employment, retention, and earnings of participants, and increase attainment of recognized postsecondary credentials by participants, and as a result, improve the quality of the workforce, reduce welfare dependency, increase economic self-sufficiency, meet the skill requirements of employers, and enhance the productivity and competitiveness of the Nation.

Workforce Innovation and Opportunity Act Overview

- [Workforce Innovation and Opportunity Act](#)¹, commonly referred to as WIOA, was enacted on July 22, 2014, replacing the previous Workforce Investment Act of 1998 (WIA) as the primary federal workforce development legislation.
- Congress passed the Act by a wide bipartisan majority, and it was the first legislative reform of the public workforce system in 15 years.
- WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match businesses with the skilled workers they need to compete in the global economy.
- WIOA outlines the vision, goals, objectives, and requirements for how the public workforce system is structured and operates and brings together the core employment, training, and educational programs funded by the federal government.
- WIOA reauthorization conversations are occurring. A timeline for expected completion is unknown.

WIOA Vision

The [WIOA vision](#)² seeks to improve job and career options for our nation's workers and job seekers through an integrated, job-driven public workforce system that links diverse talent to businesses. It aims to support the development of strong, vibrant, regional economies where businesses thrive, and people want to live and work. WIOA is based on the idea of the public workforce system supporting, through its programs and services, the development of a talent pipeline that has the skills and expertise that local businesses need to thrive – thus driving economic and community prosperity.

WIOA Guiding Principles

WIOA is the foundation for each state's publicly funded workforce system. As the foundation, it has [key principles](#)³ upon which each state's system is to be built:

¹ [Workforce Innovation and Opportunity Act](#)

² [U.S. Department of Labor-Employment and Training Administration \(USDOL-ETA\) Training and Employment Guidance Letter \(TEGL\) No. 19-14, "Vision for the Workforce System and Initial Implementation of the Workforce Innovation and Opportunity Act"](#)

³ [TEGL No. 19-14](#)

WIOA Operating Guidance



Integrated Service Delivery – Programs do not duplicate each other, but, instead, work collaboratively to deliver the best outcome for the customer.

Focus on Strategy – Workforce Development Boards, state and local, focus on the big picture of workforce development to ensure that the supply side is meeting the needs of the demand side.

Regional Economic Development – Meeting businesses' workforce needs is critical to economic growth. State and local workforce development boards – in partnership with workforce, economic development, education, and social service organizations at the state, regional and local levels – align education and training investments to regional civic and economic growth strategies, ensuring that all job seekers and businesses can access pathways to prosperity.

High Quality Services – The system must be focused on high quality services. To do this, state and local workforce system partners must increase coordination of programs and resources to support a comprehensive system that seamlessly provides integrated services that are accessible to all youth, job seekers, workers, and businesses.

Accountability and Transparency – Decisions about the system should be informed by analyzing data and evaluating performance standards. This means making purposeful decisions about the system and how it will operate, as well as procuring service providers and adhering to state Open Meeting Laws.

WIOA Hallmarks of Excellence

When the system is built upon the five key principles, the outputs of the system will be what the U.S. Department of Labor (USDOL) calls the Hallmarks of Excellence. WIOA envisions a workforce system that is quality focused, business driven, customer centered, and tailored to meet the needs of regional economies. The vision is one of collaboration and customer focus, with business driving the system's agenda and range of services. This vision is embodied in three [Hallmarks of Excellence](#)⁴.

Hallmarks of Excellence



Business and Job Seekers Drive
Workforce Solutions



Excellent Customer Service and
Focus on Continuous Improvement



Strong Regional Economies and
Active in Community and Workforce
Development

Workforce System Stakeholders

The workforce system includes funders, partners, and service providers at the federal, state, and local levels. At the federal level, USDOL and the U.S. Department of Education (USDoEd) are the primary funders of the core WIOA programs, which are discussed further below. At the state level, the [Montana Department of Labor & Industry](#) (DLI), [Montana Department of Public Health & Human Services](#) (DPHHS), and [Montana Office of Public Instruction](#) (OPI) are designated as the primary agencies that receive and distribute federal WIOA funds and oversee WIOA programs in partnership with the State Workforce Innovation Board (SWIB). The Workforce Services Division has primary oversight responsibilities for the workforce system operations and service delivery through [Job Service Centers](#).

Job Service Centers can provide resources to assist with *Career Exploration*, *Job Searches*, a *New Career*, and *Training*. Job Services Center locations are found on the map below.

⁴ [TEGL No. 19-14](#)



Job Service provides resources across the state. With a specific mission of supporting and developing a skilled workforce for Montana, Job Service staff embrace and engage in that in multi-faceted ways every day. Truly, embedded in 17 communities across the State, Job Service serves as the face and ambassador of State government. Staff who work in Job Service offices live in the communities and areas that they serve. Their first-hand knowledge and commitment are evidenced in their personal investment to do all they can to help people, employers and communities thrive and move forward.

Job Service is there:

- When discrimination or wage issues happen on the job.
- When a business announces they are closing, and workers don't know where to turn.
- When a person needs to get a job, or a better job.
- To help with training and upskilling for employment.
- Helping employers navigate the challenges of recruitment and retention.
- Deploying WIOA, ARPA and TANF dollars to strengthen Montana families and businesses.
- Serving recently separated Veterans, Disabled Veterans, and Veterans in need of assistance with employment.
- Helping Montana farmers and ranchers get the workforce they need through H2A programs, recruitment support and housing inspections.
- Assisting employers in critical business decisions using Labor Market Information.
- Helping employers and individuals connect directly to the specific resources they need!
- Working with students to access a viable and satisfying career path.

At Job Service, the staff have a broad depth of knowledge that has proven to prepare them to move quickly to meet emerging needs in our State and community. This staff has been able to

pivot quickly to provide high level quality services, such as implementing new grants, emergency staffing for pandemic unemployment support, and helping communities navigate major business closures, among many other examples.

WIOA Core and Partner Programs

There are two main types of program partners within the workforce system: core and required. Each are required to participate in the system by providing career services and joint funding; additionally, core partners collectively share the [performance measures of the system](#)⁵

WIOA Core Program Partners (WIOA Titles I-IV)

- Title I-B: USDOL (DLI)
 - [Adult](#)
 - [Dislocated Worker](#)
 - [Youth](#)
- Title II: USDOL (OPI)
 - [Adult Education and Family Literacy Act](#)
- Title III: USDOL (DLI)
 - [Wagner-Peyser Act Employment Services and Labor Exchange](#)
- Title IV: USDOL (DPHHS)
 - [Vocational Rehabilitation/Rehabilitation Act of 1973](#)

WIOA Statewide Workforce Partner Programs

- [Career and Technical Education \(Carl D. Perkins Career and Technical Education Act of 2006; Strengthening Career and Technical Education for the 21st Century Act of 2018 – USDOL\)](#) (OPI and OCHE)
- [Senior Community Services Employment Program \(SCSEP\)](#) (Title V Older Americans Act – USDOL) (DLI)
- [Job Corps](#) (USDOL)
 - [Anaconda Jobs Corps Civilian Conservation Center](#)
- [YouthBuild](#) (USDOL)
 - [Career Training Institute \(CTI\)](#)
- [Native American Programs](#) (USDOL)
 - [Numerous Grantees](#)
- [National Farmworker Jobs Program](#) (USDOL)
 - [Rural Employment Opportunities \(REO\)](#)
- [State Unemployment Compensation Programs](#) (USDOL)
 - [MT DLI Unemployment Insurance Division](#)
- [Jobs for Veterans State Grant \(JVSG\)](#) (USDOL)
 - [MT DLI Veteran Services](#)
- [Housing and Urban Development Employment and Training programs \(U.S. Department of Housing and Urban Development\)](#)

⁵ [TEGL No. 04-15, "Vision for the One-Stop Delivery System under the Workforce Innovation and Opportunity Act \(WIOA\)"](#)

- [Community Services Block Grant \(CSBG\) Employment and Training program \(U.S. Department of Health and Human Services\)](#)
 - [MT DPHHS Human & Community Services Division](#)
- [Temporary Assistance to Needy Families \(TANF\)* \(Title IV Social Security Act – U.S. Department of Health and Human Services\)](#)
 - [MT DPHHS Human & Community Services Division](#)

* Under WIOA, the Governor may elect to include TANF as a core program rather than a partner program. In Montana, TANF is a partner program, but not a required Core Program. Additionally, while Supplemental Nutrition Assistance Program Employment & Training (SNAP E&T) is not on the federal list of required WIOA partners, MT DPHHS partners with the workforce system to holistically serve clients enrolled in this program.

2. Practices for Successful Implementation of the WIOA Vision

Ensuring excellence in workforce service delivery for business and job seeker customers requires that both state and local partners (1) focus on the needs of system customers, (2) align and integrate services and resources, and (3) manage for accountability and continuous improvement. These three core operational areas are crucial as the workforce development system, including partner agencies, focuses on implementing WIOA. These areas align to the WIOA Vision [Training and Employment Guidance Letter No. 19-146](#)⁶ and offer a framework for how all stakeholders, both state and local, can strive for excellence:

Focus on the Customer

- Use customer-centered design to transform One-Stops Centers and service delivery for job seekers and businesses.
- Provide quality, efficient, and accessible services that meet the unique needs of diverse job seeker populations.
- Provide cross-partner, customized solutions for businesses, organized regionally.

Align Programs and Partners

- Integrate services through better planning, policies, and operational procedures.
- Position the GWDB and the LWDBs to operate strategically.
- Align workforce programs with regional economic development strategies.
- Embrace co-enrollment across workforce system partners and programs.

Manage Efficiently and Be Accountable

- Measure performance better and use data to support continuous improvement.
- Share system process and progress measures with stakeholders and the public.
- Use integrated technology platforms and tools.
- Make sound infrastructure decisions and manage grants and costs effectively.
- Integrate data across systems and use it to make decisions.

⁶ [TEGL No. 19-14](#)

3. WIOA Governance Structure and Roles

WIOA requires a formal governance structure with clearly defined roles. The following lays out that structure and each of the corresponding roles, with an explanation of how the roles interface to support Montana workforce development system.

WIOA Governance: Overview

- USDOL and USDoEd: The federal funding for WIOA Titles I (Adult, Dislocated Worker, and Youth programs) and III (Wagner-Peyser Act Employment Services and Labor Exchange programs) comes to the state from the United States Department of Labor, and the federal funding for Titles II (Adult Education and Family Literacy programs) and IV (Vocational Rehabilitation programs) comes to the state from the United States Department of Education.
 - In turn, USDOL and USDoEd have compliance and oversight requirements with the state and provide technical assistance.
- State Government:
 - The Governor designates the Montana Department of Labor & Industry to receive and administer the federal funding for WIOA Titles I (Adult, Dislocated Worker, and Youth programs) and III (Wagner-Peyser Employment Services and Labor Exchange programs).
 - Montana Code Annotated (MCA) designates the Montana Department of Public Health & Human Services is designated to receive and administer the federal funding for [WIOA Title IV](#) (Vocational Rehabilitation programs).
 - Montana Code Annotated (MCA) designates the Montana Office of Public Instruction to receive and administer the federal funding for [WIOA Title II](#) (Adult Education and Family Literacy programs).
 - In addition to DLI, DPHHS, and OPI, several other state agencies collaborate in providing workforce development programs and funding, such as the [Montana Department of Commerce](#) (Workforce Training Grants), and the [Office of the Commissioner of Higher Education](#) and the [Office of Public Instruction](#) (Carl D. Perkins Career and Technical Education). In addition, the Montana Department of Public Health and Human Services oversees [TANF](#) and [SNAP E&T](#) programming.
 - The Governor, using criteria spelled out in the law, appoints the State Workforce Innovation Board, which serves as the State Workforce Development Board (WIOA Sec. 101).

4. Workforce System Accountability

The SWIB is governed under Montana Code Annotated ([MCA](#)) 53.2.1203⁷ and has an interest, from a broad strategic perspective, in the performance and accountability of the state's workforce system. In Montana, the Governor has designated Montana DLI as the state employment agency responsible for negotiating state and local performance measures with USDOL, in consultation with the Core Partners. DLI tracks performance against the WIOA common performance measures, which apply to the core partners, in collaboration with relevant state agencies. DLI also monitors and provides assistances Job Service Centers to ensure USDOL negotiated performance measure levels are met.

WIOA Common Performance Measures

Alignment of performance indicators across core partners ensures that federal investments in employment and training programs are evidence-based, data-driven, and accountable to participants and taxpayers. Core programs and other authorized programs are required to report on the WIOA primary indicators of performance.

Primary Indicators of Performance

As stated in [TEGL 10-16, Change 1, PM](#) ⁸ (Program Memorandum) 17-2, and TAC (Technical Assistance Circular) 17-01, section 116 of WIOA establishes performance accountability indicators and performance reporting requirements to assess the effectiveness of States and local areas in achieving positive outcomes for individuals served by the workforce development system's six core programs. These six core programs are:

- Adult
- Dislocated Worker
- Youth programs
- Adult Education and Family Literacy Act (AEFLA) program (Administered by ED)
- Employment Service program
- Vocational Rehabilitation (VR) program (Administered by ED)

WIOA requires all States and direct grantees of the Departments to collect and report information on all the participants described in this TEGL.

1. Employment Rate 2nd Quarter after Exit
 - Education, training, or employment for Youth
2. Employment Rate 4th Quarter after Exit
 - Education, training, or employment for Youth
3. Median Earnings 2nd Quarter after Exit
4. Credential Attainment Rate
5. Measurable Skill Gains

⁷ [Montana Code Annotated \(MCA\) 53.2.1203](#)

⁸ [TEGL 10-16, Change 1 PM](#)

Transparency

Transparency around performance is a key principle under WIOA and is central to data-driven decision-making. States are required to make performance reports publicly available. States and eligible training providers report performance data using standard templates provided by the U.S. Departments of Education and Labor. Eligible training providers must provide data on performance outcomes for all students in a training program.

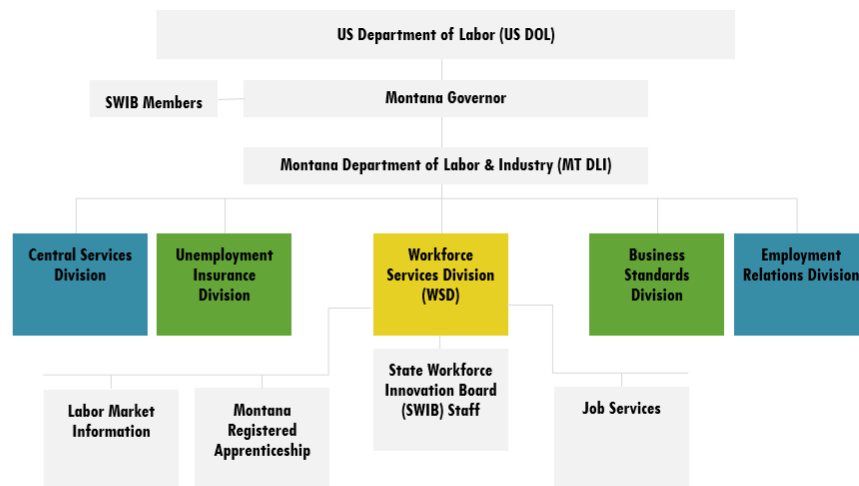
5. The State Workforce Innovation Board (SWIB)

- State Workforce Innovation Board:
 - The purpose of SWIB is to advise the Governor on statewide workforce development strategies that maximize the state's education, training, and employment resources in support of economic development.
 - The SWIB Functions
 - Develop, implement, and modify the WIOA State Plan;
 - Review statewide WIOA policies and recommend actions to align workforce development programs in the state to support a comprehensive and streamlined workforce and talent development system in Montana; including, the review and provision of comments on State plans for programs and activities of one-stop partners that are not core programs;
 - Development and continuous improvement of Montana's workforce and talent development system;
 - Develop and update the comprehensive performance accountability measures;
 - Identify and disseminate information on best practices;
 - Develop and review statewide policies for the coordinated service delivery through the state's one-stop delivery system;
 - Develop strategies for technological improvements to facilitate access to, and improve the quality of, services and activities provided through one-stop delivery system;
 - Develop strategies for aligning technology and data systems across one-stop partner programs to enhance service delivery and improve efficiencies in reporting on performance accountability measures;
 - Develop and approve allocation formulas for the distribution of funds for employment and training activities for Title I Adult, Youth, and Dislocated Worker programs;
 - Prepare annual reports;
 - Develop the statewide workforce and labor market information system; and
 - Develop other policies that support statewide objectives.
 - The Board also functions as a local board, in doing so it shall
 - Develop a local plan and submit to the Governor.
 - Conduct workforce research and regional labor market analysis.
 - Convene local workforce development system stakeholders to assist in the development of the local plan under section 108 and in identifying non-Federal expertise and resources to leverage support for workforce development activities. The local board, including standing committees, may

engage such stakeholders in carrying out the functions described in this subsection.

- Lead efforts to engage with a diverse range of employers and with entities in the region that meet specific requirements.
- With representatives of secondary and postsecondary education programs, shall lead efforts in the local area to develop and implement career pathways within the local area by aligning the employment, training, education, and supportive services that are needed by adults and youth, particularly individuals with barriers to employment.
- Lead efforts in local areas to identify, disseminate, and promote proven and promising practices and initiatives that meet employers and job seeker needs.
- Develop strategies for using technology to maximize the accessibility and effectiveness of the local workforce development system for employers, and workers and jobseekers.
- Provide oversight of programs.
- Conduct the identification and selection of one-stop, youth services, career services and training providers.
- Coordinate with education Providers.
- The local board shall develop a budget for the activities of the local board in the local area, consistent with the local plan and the duties of the local board.
- Annually assess the physical and programmatic accessibility and applicable provisions of the Americans with Disabilities Act of 1990, of all one-stop centers in the local area.

SWIB ORGANIZATION CHART



SWIB Membership Requirements⁹

- Governor
- Core Partner Agency Heads
 - Department of Labor & Industry
 - Department of Public Health & Human Services
 - Office of Public Instruction
- 1 Member of Each Legislative Branch
 - Montana House of Representatives
 - Montana Senate
- 2 Local Elected Officials
- Majority must be Business Representatives
- 20% Workforce Representatives (Must include 2 or more Labor Organization Representatives)

Committees

Apprenticeship Advisory Council

The purpose of the [Apprenticeship Advisory Council](#) ¹⁰ is to advise and provide guidance to the Commissioner about the State of Montana's Registered Apprenticeship program and to make recommendations to improve and grow the program. The advisory council will gather information, advise, and make recommendations about Montana's apprenticeship program to increase apprenticeship opportunities throughout Montana and to ensure there is a population of skilled workers to meet workforce needs throughout Montana.

Executive Committee

The Executive Committee is comprised of the officers and no more than ten at-large representatives and is composed of a majority of business members. The at-large representatives of the Executive Committee shall be members of the SWIB and are appointed by the chair.

WIOA Committee

The WIOA Committee is responsible for understanding and making decisions on WIOA rules and regulations; administering the state's One-Stop Certification process; and coordinating and implementing the state plan.

Authority

The State Workforce Innovation Board was established in accordance with Sec. 111 of the Workforce Investment Act of 1998 and [reauthorized in Sec. 101](#) ¹¹ of the Workforce Innovation and Opportunity Act of 2014. The SWIB is codified in MCA 53-2-1203.

⁹ [CFR Title 20, Chapter V, Part 679, Subpart C, §679.320](#)

¹⁰ [ARM 24.21.205 as required by 29 CFR part 29](#)

¹¹ [WIOA Sec. 101\(d\), State workforce development boards](#)

Staff – SWIB

The Montana Department of Labor & Industry supports the SWIB in achieving the federal WIOA vision for a seamless workforce system that helps job seekers access employment, education, training, and other supportive services.

Among many other objectives, SWIB Staff:

- Performs professional and administrative work managing the State Workforce Investment Board, an advisory body to the Governor defined by federal law for the purpose of providing oversight and policy advice for workforce development.
- Provides technical assistance in interpreting law and regulations, training, and policy development and implementation.
- Works with all partners in workforce development
- Facilitates the partnering of various agencies/organizations.
- Serves as professional level staff director to the State Workforce Investment Board. Develops capacity of board members to advise the Governor on workforce development issues through effective communication efforts and development of staff to support the board.
- Communicates with workforce development stakeholders to ensure that their responsibilities and expectations are met.
- Serves as a liaison between state/federal agencies and organizational partners in the Workforce System to assure smooth working relationships.
- Reports to the State Workforce Investment Board regarding progress of the program plan and provides information to allow the board to make decisions regarding program oversight.
- Orients the State Workforce Innovation Board so that they will understand their role in the Montana Workforce System by understanding the functions of the partner organizations, their duties and roles.
- Leads customer/public relations activities to assure a consistent presentation to the public about the Workforce System.
- Delivers presentations on the Montana Workforce System, and federal and state employment and job training laws, to update and recruit workforce system partners and supporters.
- Represents the State Workforce Innovation Board at meetings and conferences with service providers, system partners, boards, task forces, councils, National Governors Association, and other administering agencies.
- Researches, drafts, submits, and presents information and analysis of programs systems, and/or projects to the State Workforce Innovation Board, Governor's Office, Governor's Office of Economic Development, other State Agencies, and the public.
- Directs and serves on special project task forces and committees.
- Layout and provide testimony to legislative committees; coordinates and monitors legislative activities, provides public information on State Workforce Innovation Board matters.

Montana Open Meetings

Montana's open meeting and public participation laws are based on two fundamental rights contained in the Montana Constitution. Article II, Section 9 contains a strong right to know provision:

- Right to know. No person shall be deprived of the right to examine documents or to observe the deliberations of all public bodies or agencies of state government and its subdivisions, except in cases in which the demand of individual privacy clearly exceeds the merits of public disclosure.

Article II, Section 8 guarantees the right of public participation:

- Right of participation. The public has the right to expect governmental agencies to afford such reasonable opportunity for citizen participation in the operation of the agencies prior to the final decision as may be provided by law.

SWIB meetings must be conducted in accordance with [MCA 2-3-203](#)¹².

WIOA State Plan

[WIOA requires](#)¹³ states to submit a four-year plan to the U.S. Department of Labor that outlines the strategy for the state's workforce development system. States must have approved plans in place to receive federal funding. Planning is coordinated across core programs to reflect the integrated priorities and strategies of WIOA Title I-B Adult, Dislocated Worker, and Youth programs; Title II Adult Education and Family Literacy; Title III Wagner-Peyser; and Title IV Vocational Rehabilitation in a Unified State Plan. Montana's State Plan is posted on the [MT DLI Site](#)¹⁴.

The SWIB's role is to ensure that the WIOA State Plan reflects its vision, priorities, and strategies for workforce development in the state. This strategic plan is an opportunity to describe the workforce development system that the SWIB believes will enhance the state's economic future through the development of a cohesive workforce system, and to explain how the state will utilize WIOA to achieve that vision. The State Plan should not be limited to federal programs under WIOA's four titles or to minimum federal requirements. It should not serve as merely a compliance document; the State Plan should be dynamic in nature and serve as a playbook for effective workforce, economic development, and education strategies that will help employers and employees succeed.

¹² [MCA 2-3-203](#)

¹³ [TEGL No. 10-19, "Technical Assistance regarding the Submission Deadline for the Unified and Combined State Plans under the Workforce Innovation and Opportunity Act \(WIOA\) for Program Years \(PYs\) 2020-2023 and Other Related Requirements"](#)

¹⁴ [MT DLI Site: State Plan](#)

The planning process should include steps to promote broad and authentic stakeholder engagement. Stakeholders include:

- State agencies that implement each of the programs included in the WIOA State Plan;
- Advocacy organizations for the programs' customers, including business, labor, and community-based organizations;
- Local providers for each program included in the plan.

Stakeholder engagement should include a variety of opportunities for all relevant parties to offer input and to comment on drafts.

Service Delivery of WIOA Programs

The Montana Department of Labor & Industry, Office of Public Instruction, and Department of Public Health & Human Services can help individuals who may need assistance to obtain/retain employment that allows for self-sufficiency or needs training to obtain/retain employment leading to economic self-sufficiency.

The Workforce Innovation and Opportunity Act (WIOA) has three programs that provide these services through the DLI.

- Adult Program
- Youth Program
- Dislocated Worker Program

Adult Program

The [Adult Program](#)¹⁵ provides basic career services to individuals age 18 and older, who are at or lower than a level of self-sufficiency, and meet one of the two eligibility categories of an adult.

Eligibility Categories

- Recipients of public assistance
- Other low-income adults
- Individuals who are basic skills deficient

Youth Program

The [Youth Program](#)¹⁶ provides services to in-school youth ages 14-21, and out-of-school youth ages 16-24. The focus of the youth program is to help youth focus on career pathways, longer-term academic, and occupational learning opportunities, and provide long-term comprehensive service strategies. The program is designed to prepare Montana's youth to either enter post-secondary education, training or employment upon completion of their secondary education.

Dislocated Worker Program

The purpose of WIOA Title IB [dislocated worker program](#) is to provide services to individuals who meet one of the five categories of a dislocated worker.

¹⁵ [WIOA Adult Service Provider List](#)

¹⁶ [WIOA Youth Service Provider List](#)

Dislocated worker categories include:

- Individuals who have been laid off or terminated and determined eligible for unemployment benefits;
- Individuals who have been terminated or laid off or received notice of termination or layoff from employment due to a permanent business closure or downsizing;
- An individual who was self-employed and is now unemployed due to the general economic conditions in the community in which they reside or because of a natural disaster;
- An individual who meets the WIOA definition of a displaced homemaker; or
- Is the spouse of a member of the Armed Forces on active duty and who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member; or is the spouse of a member of the Armed Forces on active duty and who meets the criteria of a displaced homemaker.

WIOA defines a [displaced homemaker](#)¹⁷, for dislocated worker eligibility purposes, is an individual who has been providing unpaid services to family members in the home, has been dependent on the income of another family member and is no longer supported by that income and is unemployed or underemployed and experiencing difficulty in obtaining or upgrading employment.

Adult Education and Family Literacy Act

Through the Office of Public Instruction, the State Director of Adult Basic Education (ABE) manages state [adult education programs](#) and funds, as well as federal Adult Education and Family Literacy Act and Adult Basic Education programs. Adult education programs include basic literacy, workplace literacy, family literacy, preparation for HSE (High School Equivalency), English as a Second Language and other services that provide adults and out of school youth opportunities at enhancing skills, improving parenting, and assistance related to employment and self-sufficiency.

Vocational Rehabilitation

[Vocational Rehabilitation and Blind Services \(VRBS\)](#) providers are commonly referred to as CRPs, short for Community Rehabilitation Providers. CRPs are individuals or agencies that are approved by VRBS to provide employment services to VRBS eligible individuals with disabilities who require supports with obtaining and/or maintaining employment in the community. CRPs provide services that lead to successful employment in the chosen vocational goal of the VRBS client.

To best serve all VRBS clients and their unique and individualized needs, VRBS offers four different contract types to providers who are qualified to provide specific, specialized services. Those include:

- CRP contract to provide traditional placement services to individuals with disabilities.
- Pre-Employment Transitions (Pre-ETS) contract to provide services to students aged 14-21 to assist with transitioning from high school to postsecondary education or employment.

¹⁷ [Displaced Homemaker Service Provider List](#)

- Customized Employment (CE) contract for providers who employ individuals with certifications from Marc Gold and Associates (MG&A) in Discovery and/or Customized Job Development to provide CE services to individuals with the most complex disabilities who need more intensive support in selecting a career and who experience the most barriers to utilizing the current labor market.
- COMING SOON: Individualized Placement and Supports (IPS) contract for providers who employ individuals certified in the IPS model of supported employment for people with serious mental illness through IPS Employment Center.

Wagner-Peyser

Staff receive ongoing training on all [Wagner-Peyser program services](#). Training is provided face-to-face, via webinar and/or recorded and stored online for staff to view at their convenience. Wagner-Peyser staff are cross-trained on all programs to maximize staff availability and ensure that job seekers and employers receive the best possible services. Each office has subject matter experts who train each other and conduct cross training in staff meetings. All staff understand WIOA Title I, Title II and Title IV basic program eligibility criteria and how to make referrals to partner programs. Online tools available for use by Wagner-Peyser staff during job seeker intakes and assist staff in identifying possible referral options including those to WIOA required partners.

Montana's Wagner-Peyser staff provide customized business services designed to increase work-based learning opportunities such as registered apprenticeship, WIOA Title I-funded on-the-job training, and Incumbent Worker Training. Montana Wagner-Peyser staff connect local businesses to the Montana Registered Apprenticeship Program. In addition, Montana seeks opportunities to help employers increase productivity, employee engagement, employee recruitment, retention, and training by implementing new programs and pilot projects.

6. Informational Resources for SWIB Members

Federal Resources

- [Workforce Innovation and Opportunity Act Text](#)
- [Workforce Innovation and Opportunity Act Final Rule](#) (Department of Labor only)
 - See in particular these sections: [20 CFR 679.100](#), [20 CFR 679.110](#), and [20 CFR 679.130](#)
- [WorkforceGPS online technical assistance website](#) for the workforce system
- [Workforce GPS Innovation and Opportunity Network community](#)
- [Workforce GPS Compendium of Resources for State and Local Workforce Development Boards](#)
- [Call to Action for Workforce Development Boards](#)
- [Strategic Boards Toolkit](#)
- [USDOL-ETA TEGL No. 16-16, "One-Stop Operations Guidance for the American Job Center Network"](#)
- [USDOL-ETA Training and Employment Notice \(TEN\) No. 13-20, "Advancing a One Workforce Vision and Strategy"](#)
- [WIOA Performance Reports, Annual Report Narratives, and State Data Books](#)
- [State Statutory Formula Funding Information](#)

State Resources

- [WIOA Combined State Plan](#)
- [Montana Department of Labor & Industry website](#)
- [Montana Workforce Services Division](#)
- [MontanaWorks](#) – State labor exchange system for job seekers and businesses
- [Montana Labor Market Information](#) – MT DLI Research and Analysis Bureau
- [SWIB Bylaws](#)
- [SWIB Member Roster](#)
- [SWIB Events](#)
- [Montana Office of Governor](#)
- [Montana Office of Public Instruction](#)
- [Montana Department of Public Health & Human Services](#)
- [Montana Department of Commerce](#)
- [Montana Office of the Commissioner of Higher Education / Montana University System](#)

Other Resources

- [National Governors Association Workforce Development and Economic Policy Program Area](#)
- [National Association of State Workforce Agencies](#)
- [National Association of Workforce Boards](#)
- [Association for Career & Technical Education](#)
- [Jobs for the Future](#)
- [National Skills Coalition](#)
- [National Fund for Workforce Solutions](#)
- [Federal Reserve Bank of Minneapolis Community Development & Engagement](#)
- [US Chamber of Commerce Center for Education and Workforce](#)